

CLAIMS:

1. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction;

collecting data from [[a]] the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the plurality of probes; and

reporting said data, at least in part wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe.

2. (Original) The method of Claim 1, wherein said reporting further comprises:

reporting a first subset of said data that originates from said at least one local probe;

reporting a second subset of said data that originates from said at least one remote probe; and

employing a similar reporting format for said first subset and said second subset; whereby comparison of said first subset and said second subset is facilitated.

3. (Original) The method of Claim 1, wherein said reporting further comprises outputting a plurality of items chosen from:

response time data;

availability data;

probe location;

Internet service provider information;

time of script execution;

threshold values;

service level agreement violations; and
error messages.

4. (Original) The method of Claim 1:
further comprising comparing said data with at least one threshold value derived from a service level agreement; and
wherein said reporting further comprises reporting results of said comparing.
5. (Original) The method of Claim 1, further comprising providing an alert when said data indicates an error.
6. (Original) The method of Claim 5, wherein said error is a measured response time value greater than a corresponding threshold value.
7. (Original) The method of Claim 5, wherein said alert is provided via a system management computer.
8. (Original) The method of Claim 5, further comprising providing a clearing message when said error no longer is detected.
9. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the corresponding threshold value.
10. (Original) The method of Claim 9, wherein said outputting in a special mode further comprises outputting in a special color.
11. (Canceled)
12. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode an indication of an application's lack of availability.

13. (Original) The method of Claim 12, wherein said outputting in a special mode further comprises outputting in a special color.

14. (Canceled)

15. (Currently amended) The method of Claim 1, wherein said reporting further comprises reporting results of each execution of the script execution by said plurality of probes.

16. (Currently amended) A method for communicating performance information, said method comprising:

configuring at least one probe to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction;

receiving data from the at least one probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the at least one probe;

comparing said data with at least one threshold value derived from a service level agreement; and

reporting results of said comparing, wherein the reported results comprise a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from the at least one probe.

17. (Original) The method of Claim 16, further comprising:

performing said receiving, said comparing, and said reporting, for a plurality of probes, including at least one local probe and at least one remote probe.

18. (Original) The method of Claim 17, wherein said reporting further comprises:
reporting a first subset of said data that originates from said at least one local probe;

reporting a second subset of said data that originates from said at least one remote probe; and

employing a similar reporting format for said first subset and said second subset; whereby comparison of said first subset and said second subset is facilitated.

19. (Original) The method of Claim 16, further comprising providing an alert when said data indicates an error.

20. (Original) The method of Claim 19, wherein said error is a measured response time value greater than the corresponding threshold value.

21. (Original) The method of Claim 19, wherein said alert is provided via a system management computer.

22. (Original) The method of Claim 19, further comprising providing a clearing message when said error no longer is detected.

23. (Original) The method of Claim 16, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

24. (Original) The method of Claim 23, wherein said outputting in a special mode further comprises outputting in a special color.

25. (Canceled)

26. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction;

receiving data from at least one probe, wherein the received data is data representative of a performance of the transaction steps of the script executed by the plurality of probes;

comparing said received data with at least one threshold value derived from a service level agreement;

reporting said received data, wherein reporting said received data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe; and

outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

27. (Original) The method of Claim 26, wherein said outputting in a special mode further comprises outputting in a special color.

28. (Canceled)

29. (Original) The method of Claim 26, further comprising:

performing said receiving, said comparing, and said outputting, for a plurality of probes, including at least one local probe and at least one remote probe.

30. (Currently amended) A system for communicating performance information, said system comprising:

means for configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction;

means for collecting data from [[a]] the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the plurality of probes; and

means for reporting said data, at least in part wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe.

31. (Original) The system of Claim 30, wherein said means for reporting further comprises:

means for reporting a first subset of said data that originates from said at least one local probe;

means for reporting a second subset of said data that originates from said at least one remote probe; and

means for employing a similar reporting format for said first subset and said second subset;

whereby comparison of said first subset and said second subset is facilitated.

32. (Original) The system of Claim 30, wherein said means for reporting further comprises means for outputting a plurality of items chosen from:

response time data;

availability data;

probe location;

Internet service provider information;

time of script execution;

threshold values;

service level agreement violations; and

error messages.

33. (Original) The system of Claim 30:

further comprising means for comparing said data with at least one threshold value derived from a service level agreement; and

wherein said means for reporting further comprises means for reporting results of said comparing.

34. (Original) The system of Claim 30, further comprising means for providing an alert when said data indicates an error.
35. (Original) The system of Claim 34, wherein said error is a measured response time value greater than a corresponding threshold value.
36. (Original) The system of Claim 34, wherein said alert is provided via a system management computer.
37. (Original) The system of Claim 34, further comprising means for providing a clearing message when said error no longer is detected.
38. (Original) The system of Claim 30, wherein said means for reporting further comprises means for outputting in a special mode any measured response time value that is greater than the corresponding threshold value.
39. (Original) The system of Claim 38, wherein said means for outputting in a special mode further comprises means for outputting in a special color.
40. (Canceled)
41. (Original) The system of Claim 30, wherein said reporting further comprises means for outputting in a special mode an indication of an application's lack of availability.
42. (Original) The system of Claim 41, wherein said means for outputting in a special mode further comprises means for outputting in a special color.
43. (Canceled)

44. (Currently amended) The system of Claim 30, wherein said means for reporting further comprises means for reporting results of each execution of the script execution by said plurality of probes.

45. (Currently amended) A computer-readable medium having computer-executable instructions for communicating performance information, said computer-executable instructions comprising:

means for configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction;

means for collecting data from [[a]] the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the plurality of probes; and

means for reporting said data, at least in part wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe.

46. (Original) The computer-readable medium of Claim 45, wherein said means for reporting further comprises:

means for reporting a first subset of said data that originates from said at least one local probe;

means for reporting a second subset of said data that originates from said at least one remote probe; and

means for employing a similar reporting format for said first subset and said second subset;

whereby comparison of said first subset and said second subset is facilitated.

47. (Original) The computer-readable medium of Claim 45, wherein said means for reporting further comprises means for outputting a plurality of items chosen from:

response time data;
availability data;
probe location;
Internet service provider information;
time of script execution;
threshold values;
service level agreement violations; and
error messages.

48. (Original) The computer-readable medium of Claim 45:
further comprising means for comparing said data with at least one threshold value derived from a service level agreement; and
wherein said means for reporting further comprises means for reporting results of said comparing.
49. (Original) The computer-readable medium of Claim 45, further comprising means for providing an alert when said data indicates an error.
50. (Original) The computer-readable medium of Claim 49, wherein said error is a measured response time value greater than a corresponding threshold value.
51. (Original) The computer-readable medium of Claim 49, wherein said alert is provided via a system management computer.
52. (Original) The computer-readable medium of Claim 49, further comprising means for providing a clearing message when said error no longer is detected.
53. (Original) The computer-readable medium of Claim 45, wherein said means for reporting further comprises means for outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

54. (Original) The computer-readable medium of Claim 53, wherein said means for outputting in a special mode further comprises means for outputting in a special color.

55. (Canceled)

56. (Original) The computer-readable medium of Claim 45, wherein said reporting further comprises means for outputting in a special mode an indication of an application's lack of availability.

57. (Original) The computer-readable medium of Claim 56, wherein said means for outputting in a special mode further comprises means for outputting in a special color.

58. (Canceled)

59. (Currently amended) The computer-readable medium of Claim 45, wherein said means for reporting further comprises means for reporting results of each execution of the script execution by said plurality of probes.

60. (New) The method of claim 15, further comprising:
outputting the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.

61. (New) The method of claim 16, further comprising:
outputting the reported results to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.

62. (New) The method of claim 26, further comprising:
outputting the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.
63. (New) The system of claim 44, further comprising:
means for outputting the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.
64. (New) The computer-readable medium of claim 59, further comprising:
outputting the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.